

Who we are and what we do

A quick introduction to the Gambling Commission

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We are an independent non-departmental public body (NDPB) sponsored by the Department for Culture, Media and Sport (DCMS).

We have around 200 employees, mostly based at our offices in Birmingham, with around 50 compliance and enforcement (home-based) colleagues working across England, Scotland, and Wales.

Our work is funded by fees set by DCMS and paid by the organisations and individuals licensed by us.

What we do

We permit gambling and, through effective regulation and public engagement, we ensure that crime is kept out of gambling; that gambling is fair and open; and that children and the vulnerable are protected.

We license operators and individuals providing the following activities in Great Britain:

- arcades
- betting
- bingo
- casinos
- gaming machine supply and maintenance
- gambling software supply
- lotteries* and external lottery managers
- remote gambling (including betting online, by telephone, or via any other electronic communication device) using British-based equipment.

How we regulate

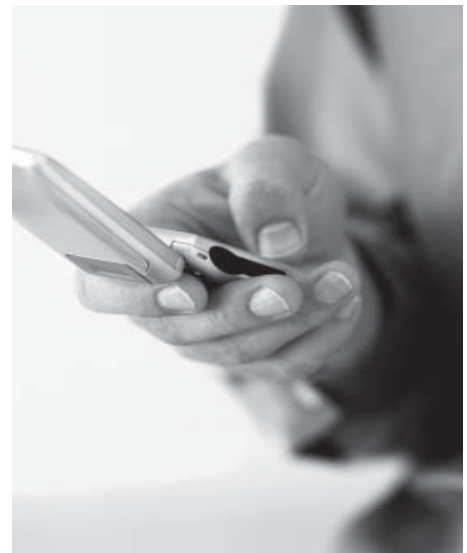
We regulate in a transparent, accountable, proportionate, consistent and targeted manner using a risk based approach to ensure compliance with the Act and the licence conditions and codes of practice (LCCP) that all licence holders must follow.

We take enforcement action where necessary, and also combat illegal gambling activities and corruption in sports and other betting.

We publish our approach to interpreting the Act, where needed, and support our compliance and enforcement activity through clear regular communications.

By gathering information and intelligence, we maintain an evidence base from which to advise government.

We work closely with other regulators, including licensing authorities, and with bodies such as the police and HM Revenue and Customs (HMRC).



Where can I find more information?

To find out more about the Gambling Commission and how you can stay within the law, read the Frequently Asked Questions and quick guides on our website: www.gamblingcommission.gov.uk

What we do not do

- We do not assist individuals in resolving consumer complaints about gambling transactions (for example, we do not assist in obtaining a refund of stakes placed, or put into a gaming machine). Licence holders are required to have written procedures for handling customer complaints, as well as arrangements for disputes to be referred to an independent third party.
- We do not give specific legal advice to help develop individual business models or ideas, but we do provide general information and advice about the Act and our approach to those requiring a licence.
- We do not regulate all gambling websites accessible to the public in Great Britain; the majority are based and regulated overseas.
- We do not regulate spread betting (this is regulated by the Financial Services Authority) or the National Lottery*.

Licensing authorities are responsible for:

- issuing gambling operators with premises licences
- issuing gambling operators with permits (which allow low stakes gambling in venues which are not primarily for gambling)
- registering societies - allowing them to hold small lotteries
- compliance and enforcement of the Act locally.

*In 2010, the government announced that the Gambling Commission and the National Lottery Commission were to merge. The merger is expected by the end of 2012, preceded by co-location in Birmingham from the end of 2011.

keeping gambling fair and safe for all

www.gamblingcommission.gov.uk

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